

14 FAH-5 H-100 DIPLOMATIC POST OFFICE (DPO) GENERAL INFORMATION

14 FAH-5 H-110 DPO INTRODUCTION

*(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-111 DPO SCOPE AND PURPOSE

(CT:DPO-1; 11-14-2013)

This handbook's objective is to describe how to prepare, dispatch, and receive personal shipments and individual items through the United States Post Office Diplomatic Post Office (DPO) channel. Chapters are organized as follows:

- General Information
- Roles and Responsibilities (Foreign Affairs Manual)
- Preparing to Receive Mail
- Receiving and Processing Mail
- Outgoing Mail
- Mail Security
- Postal Offenses and Losses
- Indemnity Claims
- Postal Supplies and Equipment
- Inspections

14 FAH-5 H-112 DPO QUESTIONS AND SUGGESTIONS

(CT:DPO-1; 11-14-2013)

- a. Information: The Office of Diplomatic Pouch and Mail (A/LM/PMP/DPM) website provides a wealth of useful information, references, updates and contact

information.

- b. Contact: The DPO office in A/LM/PMP/DPM can be contacted via email at DPO-Answerperson@state.gov on the Department's Global Address List (GAL).

14 FAH-5 H-113 DPO SYSTEMS REQUIREMENTS

(CT:DPO-1; 11-14-2013)

- a. The Department utilizes the Department of Defense's (DoD) Automated Military Postal System (AMPS) web-based application to operate Diplomatic Post Offices around the world. Contact DPO-Answerperson@state.gov for AMPS access, account set-up, and application issues.
- b. DPO clerks and supervisors must request access to the AMPS web-based application in order to conduct postal operations. A user guide is available for download in AMPS via the Knowledge Management tab.

14 FAH-5 H-114 DPO DEFINITIONS

(CT:DPO-1; 11-14-2013)

Frequently used acronyms, technical terms, and phrases employed in United States Postal Service (USPS) and DPO mail operations are as follows:

Accountable Mail: Mail that requires the signature of the addressee or addressee's agent upon receipt to provide evidence of delivery or indemnification for loss or damage. Accountable mail includes Express Mail service and Special Service mail such as Certified Mail, Collect on Delivery, Insured Mail for more than \$200, Registered Mail, Return Receipt, and Signature Confirmation, in accordance with, USPS Pub 32.

AMPS: Automated Military Postal System, the Department of Defense's web-based application for postal operations.

APDS: All Purpose Date Stamp.

Authorized User: At the post level, the sponsoring agency must subscribe to ICASS Basic Package and Mail and Messenger Services (6 FAH-5 H-352).

Directory Mail: Mail that is undeliverable as addressed, because of an incomplete or incorrect mailing address or the addressee is no longer at Post.

Directory Service: Procedures for developing and maintaining postal directory files and processing "undeliverable as addressed" mail.

DMM: USPS Domestic Mail Manual.

DPM: Refers to the Department of State's Office of Diplomatic Pouch and Mail (A/LM/PMP/DPM).

DPO: Diplomatic Post Office of the Department of State.

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Express Mail: Express Mail is an expedited service for shipping any mailable matter, with guaranteed delivery USPS Domestic Mail Manual.

Extra Services: Extra Services are enhancements that, for a fee in addition to postage, provide greater security and accountability for mail, convenience to the sender, or improved handling. Extra services are not available with Periodicals. Not all extra services are available for all classes of mail and only certain services may be combined for the same mail piece.

First Class Mail: With the exception of restricted material as described in 601.8.0, any mailable item, including postcards, letters, flats, and small packages, may be mailed as First-Class Mail. USPS DMM Chapter 133, Section 3.1.

Form PS-0055-A: U.S. MAIL adhesive emblem.

Form PS-1000: Domestic Claim or Registered Mail Inquiry. Domestic postal claims can now be completed on line at the United States Postal Systems (USPS) website.

Form PS-2734-B: Air Transportation and Routing Adjustment for International and Military Mail.

Form PS-2976: Customs Declaration CN-22.

Form PS-2976-A: Customs Declaration and Dispatch Note CP 72.

Form PS-3579: Form used by the U.S. Postal Service for undeliverable periodicals class mail, to inform the mailer the addressee has moved. If the new address is known, it will be noted on Form PS-3579.

Form PS-3849: "Delivery Notification/Reminder/Receipt." See A/LM/PMP/DPM Website for instructions on the proper use of this form.

Form PS-3907: "Post Office Box Mail Pickup Notice."

GBS: Global Business System is a Headquarters USPS data repository for air carrier tracking, billing, and carrier data.

IMM: USPS International Mail Manual.

Local Last Mile: DPM funds mail movement to the nearest local Airport for a given country or Regional DPO location. Any costs associated with onward movement of mail items are at the cost of the Regional DPO and those locations supported per local agreement.

Mail Cover: A mail cover is the process by which a nonconsensual record is made of any data appearing on the outside cover of any sealed or unsealed class of mail matter.

Mail Sealed Against Inspection: See 19 U.S.C. 1583 - Examination of outbound mail.

MPSA: Military Postal Service Agency, the DoD's point of contact with the USPS.

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MCA: Mail Control Activity - A civilian or military facility engaged in the handling of mail, i.e., an aerial mail terminal, airport mail facility, bulk mail center, fleet mail center, military mail terminal, or Postal Concentration Center.

MOA / MOU: Memorandum of Agreement / Memorandum of Understanding is an agreement between post and DoD and describes each party's roles and responsibilities for the DoD oversight provided for the operation of the mail facility at post.

MWR: Morale, Welfare and Recreation.

Non-accountable Mail: Mail that DOES NOT require the signature of the addressee or addressee's agent upon receipt. Non-Accountable Mail can be delivered to an addressee without a signature. Also see Accountable Mail—above, for mail types that **DO** require a signature for delivery.

Official Mail: Official Mail consists of items that are purchased by or for official use of the Department. Official Mail is **NOT** authorized to be mailed through the DPO.

Outside Piece: A mail piece that fits within USPS size limits for the class of mail being sent, but will not fit into a USPS mail bag allowing the mail bag to be properly sealed once the item is inside (i.e. automobile tires).

Package Service: Bound Printed Matter, Library Mail, Media Mail, Parcel Post, and Parcel Select (not available at DPO locations).

Periodicals: Not all extra services are available for all classes of mail and only certain services may be combined for the same mail piece. For a complete listing of Periodicals, see USPS DMM Chapter 707, Section 4.0.

Priority Mail: Priority Mail is an expedited service and may contain anyailable matter weighing no more than 70 pounds except for Army Post Office (APO) and Fleet Post Office (FPO) mail subject to 703.2.0, **Overseas Military Mail**, 703.4.0, **Mail Sent by U.S. Armed Forces**, and Department of State mail subject to 703.3.0. Priority Mail prices are based on zone and weight. USPS DMM Chapter 100, Section 120.

PTS: Product Tracking Service. The AMPS PTS module is used for tracking mail with USPS Extra services (e.g. Insured Mail Over \$200, Insured Mail Under \$200, Certified Mail and Delivery Confirmation). See 14 FAH-5 H-421.1.

Search Authorization/Search Warrant/Mail Covers: Based on compliance with the USPS Postal Operating Manual (POM) and fully vetted through the Regional Security Office (RSO) and Office of Diplomatic Pouch and Mail (DPM) respectively. Contact DPM directly for required clarity.

Standard Mail: Standard Mail consists ofailable matter that is neither mailed nor required to be mailed as First-Class Mail nor entered as Periodicals (unless permitted or required by standard) and that weighs less than 16 ounces. Standard Mail includes matter formerly classified as Standard Mail (A) and third-class mail. USPS DMM Chapter 343, Section 2.1.

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USPS: United States Postal Service, of which DPOs are authorized extensions of USPS.

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